

# Administrative changes for UnitedHealthcare Medicare Advantage members in Oregon

## Quick reference guide

For dates of service beginning Jan. 1, 2023, Optum® Care Network, an affiliate of UnitedHealthcare, will manage certain administrative services for certain UnitedHealthcare® Medicare Advantage benefit plans listed below. This reference guide provides an overview of the administrative processes:

- Verifying member eligibility
- Referrals
- Prior authorization requests
- Hospital admission notifications
- Claims submission
- Claims reconsideration

The following benefit plans will be newly administered by Optum Care Network, effective Jan. 1, 2023:

Plan name	CMS contract number	Group number
UnitedHealthcare Chronic Complete Assure (PPO C-SNP)	H0271-036-000	90304

The following benefit plans will continue to be administered by Optum Care Network, effective Jan. 1, 2023:

Plan name	CMS contract number	Group number
AARP® Medicare Advantage Choice (PPO)	H2228-029-000	90081
AARP® Medicare Advantage Choice (PPO)	H2228-029-000	90604
AARP® Medicare Advantage Walgreens (PPO)	H2228-084-000	90083
AARP® Medicare Advantage Walgreens (PPO)	H2228-084-000	90084
AARP® Medicare Advantage Walgreens (PPO)	H2228-084-000	90605
AARP® Medicare Advantage Walgreens (PPO)	H2228-084-000	90606
AARP® Medicare Advantage Patriot (PPO)	H2228-088-000	90085
AARP® Medicare Advantage Patriot (PPO)	H2228-088-000	90607
AARP® Medicare Advantage Plan 1 (HMO-POS)	H3805-001-000	HCFA02-OW5
AARP® Medicare Advantage Plan 2 (HMO-POS)	H3805-036-000	HCFA93-OS9
Home Builders Association	H3805-803-000	005470-ILQ
Harrison Electrical SH Plus	H3805-803-000	005477-ILH
Machinist H&W Trust	H3805-803-000	005557-ILH
Pacific Coast Shipyards	H3805-803-000	006697-IJN
Wester Teamsters Welfare	H3805-803-000	006705-IJR
Oregon Laborers	H3805-803-000	006818-IJR
UFCW Local 555	H3805-803-000	034513-ILH
San Diego Unified Port	H3805-803-000	041227-IJS
The Boeing Company	H3805-803-000	900092-IAE
The Boeing Company	H3805-803-000	900094-IAE





## Verifying member eligibility

You can verify member eligibility online or by phone:

- **Online:** Through the UnitedHealthcare Provider Portal, go to [UHCprovider.com](https://UHCprovider.com) and click Sign In at the top-right corner. Then, click Eligibility and enter member information.
- **Phone:** Call **877-842-3210** and select the Eligibility and Benefits option



## Referral requests

For plans that require referrals, submit referral requests online at [optumportal.com](https://optumportal.com).



## Prior authorization requests

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage.

General/specialist services that require prior authorization will be listed at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service.

- **Online:** Submit your request at [optumportal.com](https://optumportal.com). Please include any clinical information associated with the requested service.
- **Phone:** Call **866-565-3664**

Post-acute care services prior authorizations will be submitted online to naviHealth. You can electronically share documentation and communicate with naviHealth clinicians.

- **Online:** Submit your request using the nH Access link at [optumportal.com](https://optumportal.com), or directly at [navihealth.com/nhaccess](https://navihealth.com/nhaccess). Please include any clinical information associated with the requested service.
- **Phone:** Call **855-851-1127**
- **Fax:** Send to 844-244-9482

You don't need to submit additional prior authorization requests to Optum Care Network if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2023, and after. Optum Care Network will reimburse services approved by UnitedHealthcare.



## Hospital admission notifications

Please notify Optum Care Network of hospital admissions no later than 1 business day after admission by calling **866-565-3664**.



## Claim submissions

Please submit claims for UnitedHealthcare members to Optum Care Network using the following electronic Payer ID or mailing address:

- **Electronic:** Payer ID LIFE1
- **Mail:** P.O. Box 30788, Salt Lake City, UT 84130-0788

To check the status of your claim submission, sign in at [optumportal.com](https://optumportal.com).

For any other claim questions, call **866-565-3664**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



## Claim reconsiderations

- You can submit claim disputes by calling **866-565-3664**, using the contact option on the portal, [optumproportal.com](http://optumproportal.com) or by mail:

Optum Provider Dispute Resolution  
P.O. Box 30788  
Salt Lake City, UT 84130-0788



## Member ID cards


Members in the affected plans will get new member ID cards that show the Payer ID LIFE 1 and will have the delegate website, [optum.com](http://optum.com), listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the UnitedHealthcare Provider Portal.

## New for 2023 — UnitedHealthcare UCard (member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members, including D-SNP, will receive a UnitedHealthcare UCard™ (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs, so they can take advantage of their plan offerings
- UCard doesn't need to be activated for you to verify eligibility or provide care services or for members to receive medical, dental, prescription, vision and hearing care services
- Starting Jan. 1, 2023, impacted members will present their redesigned member card
- UCard will have the information you need to verify eligibility and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases — providers don't need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- For questions, members should visit their plan website or call the Customer Service number on their UCard
- For a description of the information displayed on the UCard, refer to Chapter 2 of the UnitedHealthcare Care Provider Administrative Guide. Group Retiree cards will remain the same.

**UnitedHealthcare**  
AARP Medicare Advantage Plan 1 (HMO)  
with Dental  
**John A Sample**  
Member Number  
123456789-00  
RxBIN RxPCN RxGRP  
610097 9999 SHOR  
Group Number: HCFA02-OW5 H3805-001-000  
PCP: Dr. Jane Sample  
PCP: 555-555-5555  
Copay: PCP \$XX Specialist \$XX

**UCard™**





**MedicareRx**  
Prescription Drug Coverage

For Members: [myAARPMedicare.com](http://myAARPMedicare.com) Printed Date: 99/99/20XX  
Customer Service: 1-877-370-3249, TTY 711 Plan Year: 20XX

For Providers: [Optum.com](http://Optum.com)  
Provider Service: 1-866-565-3664  
Provider Authorization: 1-866-565-3664  
Dental Providers: [uhcdental.com](http://uhcdental.com) 1-888-888-8888

Payer ID: LIFE1 WEST  
Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788  
Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999  
For Pharmacists: 1-888-888-8888

Card #: 9999 9999 9999 99999 Security Code: 9999

**UnitedHealthcare**  
AARP Medicare Advantage Plan 1 (HMO)  
with Dental  
**John A Sample**  
Member Number  
123456789-00  
RxBIN RxPCN RxGRP  
610097 9999 COS  
Group Number: 90153 H3805-033-000  
PCP: Dr. Jane Sample  
PCP: 555-555-5555  
Copay: PCP \$XX Specialist \$XX

**UCard™**





**MedicareRx**  
Prescription Drug Coverage

For Members: [myAARPMedicare.com](http://myAARPMedicare.com) Printed Date: 99/99/20XX  
Customer Service: 1-877-370-3249, TTY 711 Plan Year: 20XX

For Providers: [Optum.com](http://Optum.com)  
Provider Service: 1-866-565-3664  
Provider Authorization: 1-866-565-3664  
Dental Providers: [uhcdental.com](http://uhcdental.com) 1-888-888-8888  
Medicare limiting charges apply.


Payer ID: LIFE1  
Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788  
Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999  
For Pharmacists: 1-888-888-8888

Card #: 9999 9999 9999 99999 Security Code: 9999

**UnitedHealthcare**  
 AARP Medicare Advantage Choice (PPO)  
 with Dental  
**John A Sample**  
 Member Number  
 123456789-00  
 RxBIN      RxPCN      RxGRP  
 610097      9999      COS  
 Group Number: 90081    H2228-029-000  
 PCP: Dr. Jane Sample  
 PCP: 555-555-5555  
 Copay: PCP \$XX    Specialist \$XX

**UCard™**






MedicareRx  
Prescription Drug Coverage

**For Members:** myAARPMedicare.com  
**Customer Service:** 1-877-370-3249, TTY 711  
 Printed Date: 99/99/20X0  
 Plan Year: 20X0


**For Providers:** Optum.com  
 Provider Service: 1-866-565-3664  
 Provider Authorization: 1-866-565-3664  
**Dental Providers:** uhdental.com 1-888-888-8888  
 Medicare limiting charges apply.

Payer ID: LIFE1  
 Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788  
 Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999  
 For Pharmacists: 1-888-888-8888

Card #: 9999 9999 9999 99999    Security Code: 9999

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



**We're here to help**  
 If you have questions, please call **877-842-3210**. Thank you.